



STATE OF WASHINGTON
DEPARTMENT OF HEALTH
GENETIC SERVICES SECTION

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MEMO

Date: January 28, 2002
To: The Washington State Genetics Task Force
From: Debra Lochner Doyle, MS, CGC
Subject: State Coordinator for Genetic Services
Summary of Compiled Genetics Complaint/Inquiry Log from
November 1991 – December 2001

Per your request, I have attached for your consideration a summarized account of inquiries and complaints received by the Department of Health, Genetic Services Section (GSS) over the past ten years. This compilation was derived from notes of telephone conversations and/or written letters and responses between consumers, providers and others and myself. Before reviewing this information, I feel it is important for you to note the following caveats.

The complaints or inquiries listed reflect only those that were:

- 1) Unrelated to job opportunities in the field of genetics; and
- 2) Received by myself and/or through the GSS Secretary Administrator and for which I provided follow-up action. It would not include inquiries made to other GSS staff such as Robert Fineman, MD, unless those complaints or inquiries were also brought to my attention.

Finally, in the past two years, I have been receiving inquiries, particularly from consumers, via email. These inquiries are few and all of them have been seeking specific information regarding individual conditions or birth defects, (e.g., one from a woman whose child was born with polydactyly, one from a father wishing DNA paternity information, and one from a man seeking information on the availability of colon cancer clinical trials locally). I realized as I was compiling this listing that I have failed to store these electronic inquiries in a fashion similar to the letters and telephone concerns. Therefore, they are not included. Nonetheless, I hope that the attached listing does provide for you with a flavor of the types of concerns and inquiries that residents in Washington State have made known to DOH.

As always, should you have further questions or concerns, please do not hesitate to contact my office at (253) 395-6742.